AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application. Please cancel Claims 1-37 and add Claims 38-74 as follows:

Listing of Claims:

1-37. (Canceled)

38. (Currently Amended) A method, comprising:

(a) receiving at least a first voice command;

(b) determining whether the at least a first voice command corresponds to a macroinstruction having a respective set of embedded executable instructions;

(c) when the at least a first voice command corresponds to a macroinstruction, executing the respective set of instructions, the respective set of instructions corresponding to a plurality of further voice commands;

(d) when the at least a first voice command does not correspond to a macroinstruction, determining whether the at least a first voice command corresponds to a nonmacroinstruction; and

(e) when the at least a first voice command corresponds to a nonmacroinstruction, executing the nonmacroinstruction, wherein the nonmacroinstruction has a respective set of executable instructions and wherein the first voice command can correspond both to the macroinstruction and at least one of the further voice commands.

39. (Currently Amended) The method of claim 38, wherein the nonmacroinstruction does not correspond to a plurality of further voice commands and further comprising after step (b):

(f) determining if the at least a first voice command corresponds to at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction;

(g) when the at least a first voice command corresponds to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, executing the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction.

40. (Previously Presented) The method of claim 39, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is creating a macroinstruction and further comprising the substeps:

requesting the user to pronounce a name for the new macroinstruction to be created; and

receiving from the user the pronounced name for the new macroinstruction and the set of voice commands and associated instructions to be included with the macroinstructions associated set of instructions.

41. (Previously Presented) The method of claim 39, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is editing a macroinstruction and further comprising the substeps:

requesting the user to pronounce a name for the existing macroinstruction to be edited;

when the pronounced name is received, retrieving the set of instructions corresponding to the macroinstruction to be edited;

providing audibly the voice commands associated with each instruction in the set of instructions; and

deleting user selected voice commands and associated instructions from and/or adding user selected voice commands and associated instructions to the received set of instructions.

42. (Previously Presented) The method of claim 39, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is deleting a macroinstruction and further comprising the substeps:

requesting the user to pronounce a name for the existing macroinstruction to be deleted;

when the name is received, deleting the macroinstruction.

43. (Currently Amended) The method of claim 39, wherein steps (f) and (g) ~~and (h)~~ precede step (c).

44. (Previously Presented) The method of claim 38, wherein the at least a first voice command corresponds to a first macroinstruction and wherein a second macroinstruction is related to the first macroinstruction, whereby to invoke the second macroinstruction the first voice command must be spoken.

45. (Previously Presented) The method of claim 38, wherein a first macroinstruction corresponds to the at least a first voice command and wherein the first macroinstruction is edited through a graphical user interface.

46. (Previously Presented) The method of claim 38, further comprising:

a user creating a second macroinstruction through a graphical user interface and

the user recording a second voice command to invoke the second macroinstruction.

47. (Previously Presented) The method of claim 40, wherein the order in which each voice command in the set of voice commands is temporally received from the user is the order in which the instructions corresponding to the voice commands are executed when the new macroinstruction is invoked by the user and wherein the instructions are executed without regard to a timing between receipt of the corresponding voice commands from the user.

48. (Previously Presented) The method of claim 40, wherein each of the voice commands in the set of voice commands is received orally from the user and wherein, in step (c), each instruction in the respective set of instructions being executed at least one of substantially simultaneously and simultaneously.

49. (Canceled)

50. (Canceled)

51. (Currently Amended) A telecommunications system, comprising:

a switching system operable to configure and effect desired connections;

a voice recognition module operable to identify voice commands and macroinstruction names spoken by a user;

a macrolibrary operable to store macroinstructions and associated macroinstruction names;

a voice agent operable to (a) receive identified voice commands and macroinstruction names from the voice recognition module, (b) associate the identified voice command and macroinstruction name with the one or more corresponding sets of instructions, ~~and~~ (c) when an identified macroinstruction name is received, cause the performance of at least one work item associated with the one or more sets of instructions corresponding to the identified macroinstruction, wherein a set of instructions corresponding to a macroinstruction comprises a set of embedded voice commands, the set of voice commands having a plurality of voice commands and, for each voice command, a respective set of instructions and wherein, when an identified macroinstruction name is received, each instruction in the respective set of instructions is executed at least one of substantially simultaneously and simultaneously (d) receive at least a first voice command; (e) determine whether the at least a first voice command corresponds to a macroinstruction having a respective set of instructions, the set of instructions corresponding to a single voice command; (f) when the at least a first voice command corresponds to a macroinstruction, execute the respective set of instructions, the respective set of instructions corresponding to a plurality of further voice commands; (g) when the at least a first voice command does not correspond to a macroinstruction, determine whether the at least a first voice command corresponds to a nonmacroinstruction; and (h) when the at least a first voice command corresponds to a nonmacroinstruction, execute the nonmacroinstruction, wherein the first voice command

can correspond to both the macroinstruction and at least one of the further voice commands.

52. (Canceled)

53. (Previously Presented) The telecommunication system of claim 51, wherein the voice agent is further operable to determine if the at least a first voice command corresponds to at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction; and, when the at least a first voice command corresponds to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, execute the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction.

54. (Previously Presented) The telecommunication system of claim 53, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is creating a macroinstruction and the voice agent is further operable to request the user to pronounce a name for the new macroinstruction to be created and receive from the user the pronounced name for the new macroinstruction and the set of voice commands and associated instructions to be included with the macroinstructions associated set of instructions.

55. (Previously Presented) The telecommunication system of claim 53, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is editing a macroinstruction and wherein the voice agent is further operable to request the user to pronounce a name for the existing macroinstruction to be edited; when the pronounced name is received, retrieving the set of instructions corresponding to the macroinstruction to be edited; provide audibly the voice commands associated with each instruction in the set of instructions; and delete user selected voice commands and associated instructions from and/or adding user selected voice commands and associated instructions to the received set of instructions.

56. (Previously Presented) The telecommunication system of claim 53, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is deleting a macroinstruction and the voice agent is further operable to request the user to pronounce a name for the existing macroinstruction to be deleted and, when the name is received, deleting the macroinstruction.

57. (Previously Presented) The telecommunication system of claim 53, wherein the at least a first voice command corresponds to a first macroinstruction and wherein a second macroinstruction is related to the first macroinstruction, whereby to invoke the second macroinstruction the first voice command must be spoken.

58. (Previously Presented) The telecommunication system of claim 52, wherein a first macroinstruction corresponds to the at least a first voice command and wherein the first macroinstruction is edited through a graphical user interface.

59. (Previously Presented) The telecommunication system of claim 52, wherein the voice agent is further operable to allow a user to create a second macroinstruction through a graphical user interface and record a second voice command to invoke the second macroinstruction.

60. (Previously Presented) The telecommunication system of claim 54, wherein the order in which each voice command in the set of voice commands is temporally received from the user is the order in which the instructions corresponding to the voice commands are executed when the new macroinstruction is invoked by the user and wherein the instructions are executed without regard to a timing between receipt of the corresponding voice commands from the user.

61. (Previously Presented) The telecommunication system of claim 51, wherein each of the voice commands in the set of voice commands is received orally from the user.

62. (Currently Amended) A telecommunication system, comprising:

a voice agent operable to (a) receive at least a first voice command; (b) determine whether the at least a first voice command corresponds to a macroinstruction having a respective set of embedded executable instructions; (c) when the at least a first voice command corresponds to a macroinstruction, execute the respective set of instructions, the respective set of instructions corresponding to a plurality of further voice commands; (d) when the at least a first voice command does not correspond to a macroinstruction, determine whether the at least a first voice command corresponds to a nonmacroinstruction, the nonmacroinstruction having a respective set of executable instructions and corresponds to one voice command; and (e) when the at least a first voice command corresponds to a nonmacroinstruction, execute the nonmacroinstruction, wherein the first voice command can correspond both to the macroinstruction and at least one of the further voice commands.

63. (Previously Presented) The telecommunication system of claim 62, wherein the voice agent is further operable, after operation step (b), to (f) determine if the at least a first voice command corresponds to at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction; and (g) when the at least a first voice command corresponds to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, execute the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction.

64. (Previously Presented) The telecommunication system of claim 63, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is creating a macroinstruction and wherein the voice agent is operable to perform the suboperations of requesting the user to pronounce a name for the new macroinstruction to be created; and receiving from the user the pronounced name for the new macroinstruction and the set of voice commands and associated instructions to be included with the macroinstructions associated set of instructions.

65. (Previously Presented) The telecommunication system of claim 63, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is editing a macroinstruction and wherein the voice agent is operable to perform the suboperations of requesting the user to pronounce a name for the existing macroinstruction to be edited; when the pronounced name is received, retrieving the set of instructions corresponding to the macroinstruction to be edited; providing audibly the voice commands associated with each instruction in the set of instructions; and deleting user selected voice commands and associated instructions from and/or adding user selected voice commands and associated instructions to the received set of instructions.

66. (Previously Presented) The telecommunication system of claim 63, wherein the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction is deleting a macroinstruction and wherein the voice agent is operable to perform the suboperations of requesting the user to pronounce a name for the existing macroinstruction to be deleted; and, when the name is received, deleting the macroinstruction.

67. (Previously Presented) The telecommunication system of claim 63, wherein operations (f) and (g) ~~and (h)~~ precede operation (c).

68. (Previously Presented) The telecommunication system of claim 62, wherein the at least a first voice command corresponds to a first macroinstruction and wherein a second macroinstruction is related to the first macroinstruction, whereby to invoke the second macroinstruction the first voice command must be spoken.

69. (Previously Presented) The telecommunication system of claim 62, wherein a first macroinstruction corresponds to the at least a first voice command and wherein the first macroinstruction is edited through a graphical user interface.

70. (Previously Presented) The telecommunication system of claim 62, and wherein the voice agent is further operable to allow a user to create a second

macroinstruction through a graphical user interface and record a second voice command to invoke the second macroinstruction.

71. (Previously Presented) The telecommunication system of claim 64, wherein the order in which each voice command in the set of voice commands is temporally received from the user is the order in which the instructions corresponding to the voice commands are executed when the new macroinstruction is invoked by the user and wherein the instructions are executed without regard to a timing between receipt of the corresponding voice commands from the user.

72. (Previously Presented) The telecommunication system of claim 64, wherein each of the voice commands in the set of voice commands corresponding to a macroinstruction is received orally from the user and wherein, when the macroinstruction is invoked by a user, the voice commands in the set of voice commands are executed simultaneously or substantially simultaneously..

73. (Previously Presented) The telecommunication system of claim 62, further comprising:

a switching system operable to configure and effect desired connections;

a voice messaging system operable to receive, store and deliver voice messages;

a voice recognition module operable to identify voice commands and macroinstruction names spoken by a user; and

a macrolibrary operable to store macroinstructions and associated macroinstruction names.

74. (Previously Presented) The telecommunication system of claim 73, wherein the at least a first voice command corresponds to a macroinstruction name and the set of instructions associated with the macroinstruction name relates to retrieval of voice messages.

75. (New) The method of claim 38, wherein a first macroinstruction and a first nonmacroinstruction are invoked by pronouncing the same set of words.

76. (New) The telecommunication system of claim 51, wherein a first macroinstruction and a first nonmacroinstruction are invoked by pronouncing the same name.

77. (New) The telecommunication system of claim 62, wherein a first macroinstruction and a first nonmacroinstruction have the same name.